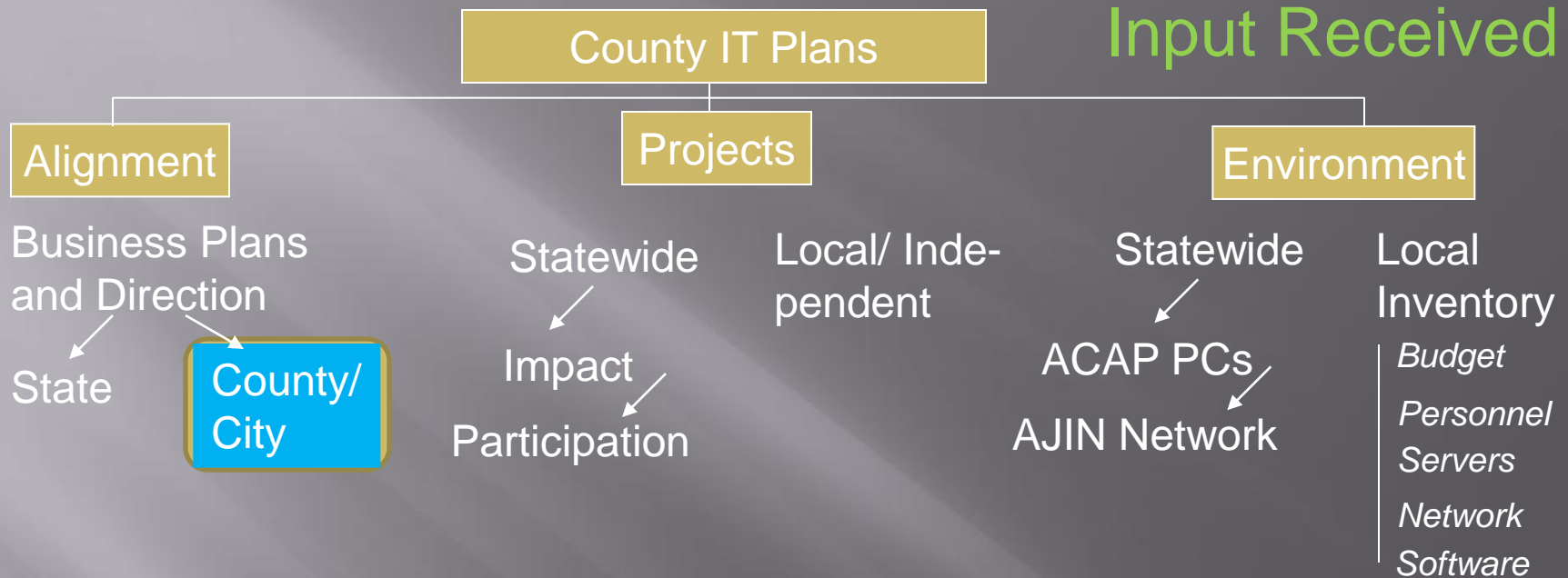# BUSINESS DRIVERS FROM IT PLANS CIRCA 2013
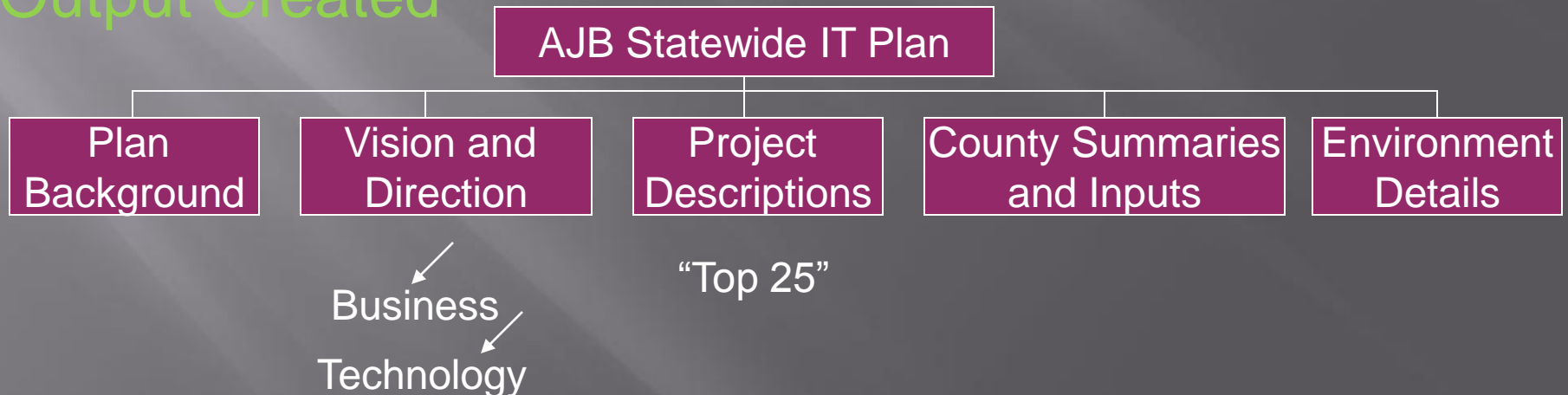
Stewart Bruner

Commission on Technology – Feb 15, 2013

GENERAL CONTEXT OF IT PLANNING

Input Received

County IT Plans

Alignment

Business Plans and Direction

State

County/ City

Projects

Statewide

Impact

Participation

Local/ Inde-pendent

Environment

Statewide

ACAP PCs

AJIN Network

Local Inventory

Budget

Personnel

Servers

Network

Software

Output Created

AJB Statewide IT Plan

Plan Background	Vision and Direction	Project Descriptions	County Summaries and Inputs	Environment Details

Business

Technology

"Top 25"

NCSC 2012-2015 Strategic <u>Themes</u>

- High Performance Courts Framework

- Judicial Accountability and Procedural Justice

- Adequate and Stable Funding

- Access to Justice

- Leadership and Governance

National Center's Macro Trends

▫ From *Future Trends in State Courts 2011*

1. Improving access to courts through technology

2. Harnessing social media /changing outreach

3. Continued growth of specialized courts

4. Addition of special programs for specific populations

5. Need for "revolutionary" changes to address looming challenges

NACM General Trends for 2013

1. Improve caseflow management
2. Sustain excellence in difficult budget times
3. Enhance public perception of courts and increase community collaboration
4. Improve leadership and formal governance
5. Prepare for and respond to macro-level trends
6. Support professional court management education

Arizona's Macro Trends

1. Recession-related spike in civil filings tapering rapidly. Other case types flat or decreasing, except mental health.
2. Positive signs of economic improvement and slow turnaround in housing foreclosures.
3. Massive general fund gap finally closed; state shared tax $$ increasing in FY14 but temporary sales tax ending
4. Slowing population growth overall (still 14%) but continued over-representation of 50+ demographic.
5. Poor public perception of courts; delays not linked to budget problems, but outdated processes, surveys say.
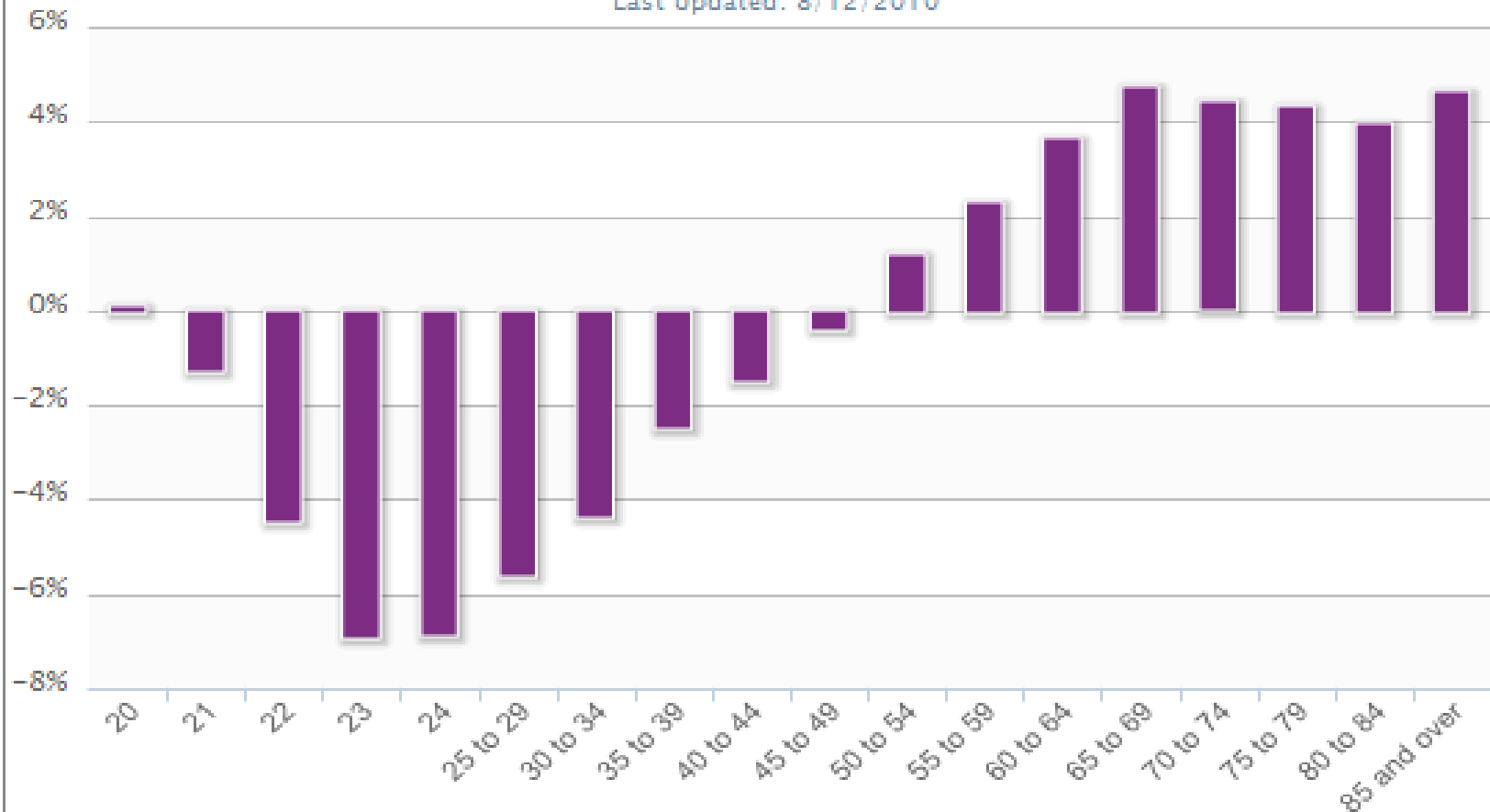
Thanks to Theresa Barrett, AOC Court Services Division

Another Interesting Statistic

Percentage Point Difference Between Arizona and the U.S. in the Age Groups Having Earned an Associate's Degree or More

Last Updated: 8/12/2010

Source: U.S. Department of Commerce, Census Bureau, 2000 Census

NCSC's "Revolution" Points

Premise: Courts will be under increasing pressure to alter their roles in response to emerging trends.

1. Court leaders must jettison the mindset that we are going through a short-term rough patch and that, in time, things will get better.
2. Courts must reexamine their missions and critically review and align the scope of services they provide.
3. Court leaders must revolutionize their court cultures and work environments.
4. Court organizations must become more nimble, agile, and responsive.

With thanks to Dr. Brenda Wagenknecht-Ivey, PRAXIS Consulting, Inc

NCSC's "Revolution" Points

5. Leaders must rethink and dramatically alter how courts provide primary services, conduct business, and achieve effective outcomes.

   ❖ Revolutionize work processes and caseflow management practices,

   ❖ Improve access to services and information using low-cost social media to conduct core business

   ❖ Use evidence-based practices and tools to target services more accurately and then monitor results

6. Courts must expand existing and forge new partnerships.

7. Court leaders must be even more tenacious in advocating for the needs of the judiciary and courts, communicating accomplishments, and demonstrating accountability.

What the Plans Say…

Business Drivers from Plans

- Digitize the courts; store documents electronically to reduce physical filespace needs and increase access speed

- Increase number + scope of electronic services for public
  - Enhance remote public access to docs
  - Provide true e-services, not just forms
  - Offer online payment options (pre-adj)

- Recruit and retain a well trained, motivated workforce

- Improve caseflow processing using reports and performance measures

Business Drivers from Plans

- Improve/Expand justice integration and electronic information sharing

- Expand reach and proceeding types available for remote appearance

- Continue formal business continuity / disaster recovery planning

- Capture, evaluate, and communicate court performance

- Implement next-generation probation automation + integration

- Update hardware and software infrastructure items out of support

Comparison: Court Trends & DRIVERS

NCSC TRENDS

- **Improve court access through technology**

- **Harnessing social media**
- **Growing specialized courts**
- **Special programs for special populations**
- **"Revolutionary" changes to address challenges**
  - **Go beyond imaging to content management**
  - **Apply customer relationship management tools**

AZ DRIVERS

- **Increase number and scope of electronic services for public**
- **Digitize the courts / e-records**
- **Expand remote appearances**
- **Expand justice integration/info sharing**
- **Business continuity planning**
- **Speed caseflow processing**
- **Improve court performance**

- **Address ageing infrastructure items**

- **Staff retention and motivation**

- **Next-generation probation automation / integration**

2014–16 Plan Development Timeline

2012   2013

Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Jul   Aug   Sep

- Collect court contacts — 11/02
- Distribute starting plan to business contacts — ◆ 11/16
- Submit business updates — DUE 1/11
- Give updates to IT planners — ◆ 1/25
- Submit all IT plan inputs — DUE 3/15
- AOC review updated plans — 4/12
- COT approve updated plans — ◆ 5/24
- Compile statewide plan — 8/23
- COT review and approve draft statewide plan — 9/13